



ISASA

CONFLICT MANAGEMENT TRAINING

PRE-COURSE COMMUNICATION TO PARTICIPANTS

We are looking forward to meeting you on the upcoming Conflict Management Skills training course.

In preparation for the course there is a brief on-line exercise to be completed. This should take you no longer than 15 minutes. To do this exercise, please go to the website link below and then, thinking about your typical behaviour **at work** (rather than in a personal setting), complete the short on-line questionnaire.

Once you have completed the questionnaire, you will receive some brief feedback on your predominant conflict handling style. Please either print this out to bring with you to the training or just make a note of what the assessment says is your predominant conflict handling style and bring that note with you.

We will use the individual results in a manner which does not identify you personally. Should you choose to share your results with the group at the appropriate time during the course, you will be free to do so.

USE THE FOLLOWING WEBSITE LINK TO COMPLETE THE ABOVE EXERCISE:

<https://www.usip.org/public-education/students/conflict-styles-assessment>

Many thanks,

VANESSA BOTHA

TRAINING MANAGER